

ACT Certificate Programs

SKILLSOFT LIBRARY

(To receive the bundled pricing, all courses must be selected from the Skillsoft Publisher)

Change Management Certificate

\$199.00

Courses Include:

- Change Leadership
- Communicating and Reinforcing Change
- Overcoming the Challenges of Change
- Making the Change
- The Effects of Organizational Change
- The Paradigm Shift of Change
- Understanding Conflict
- Contention Tactics and Conflict Escalation
- Resolving Conflict Through Problem-Solving

Frontline Call Center Skills Certificate

\$139.00

Courses Include:

- The Call Center Industry
- Call Center Communications
- Call Center Customer Service
- Call Center Telephone Sales
- Turning Difficult Callers Into Delighted Callers

Excelling at Customer Service Certificate

\$199.00

Courses Include:

- Why Customer Driven?
- Building the Service Foundation
- Fundamentals of Exceptional Customer Service
- The Voice of the Customer
- Advancing Your Service Expertise
- Customer, Conflict and Confrontation
- Exceeding Customer Expectations
- Overcoming Challenging Service Situations
- Instilling Service Excellence: The EXCEL Acronym
- Service Stars and Service Teams

Managing and Measuring a Customer in a Service-Oriented Culture

\$199.00

Courses Include:

- Establishing Your Team's Desired Performance
- Coaching in a Service-Oriented Culture
- Exceeding Customer Expectations
- Customer Service Strategy
- Improving the Process of Service Delivery
- Discovering What Your Customers Want
- Developing Customer Satisfaction Surveys
- Customer Satisfaction: Analysis and Implementation

Business Finance for Managers Certificate **\$139.00**

Courses Include: Intro to Finance
 Making Budgets Work
 Cash Management
 Financial Reporting and Analysis
 Sources of Funding

Certificate for Reading and Interpreting Financial Statements **\$139.00**

Courses Include: Understanding Financial Statements
 Reading the Income Statement and Balance Sheet
 Reading the Cash Flow Statement
 Analyzing Financial Statements
 Analyzing Beyond the Numbers

Leadership Skills for Managers Certificate **\$199.00**

Courses Include: The Mark of a Leader
 Communicating a Shared Vision
 The Enabling Leader
 Removing Performance Barriers
 Communicating as a Leader
 Coaching for Performance
 Leading Through Change
 The Leader as a Model
 Challenges of the 21st Century
 Organizational Culture and Leadership

Leadership Skills for Woman Certificate **\$139.00**

Courses Include: The Secrets of Female Leaders
 Building Your Support System
 Playing By The Rules
 Groundbreaking: The Paradigm Shift Toward Women
 Establish and Maintain Authority

Essential Skills for Tomorrow's Managers Certificate **\$139.00**

Courses Include: Competencies for Tomorrow's Managers
 Management Development for Tomorrow's Leaders
 The Manager As Coach and Counselor
 The Manager As Project Champion
 Continuous Learning for Tomorrow's Manager

Certificate of Succeeding As A First-Time Manager **\$139.00**

Courses Include: Prepare For Your New Management Role
 Lead and Develop Your Staff

Communication Skills and Positive Attitude
Plus Choice of 2 Elective Courses

Certificate for Competitive Intelligence

\$139.00

Courses Include: Competitive Intelligence: Planning and Direction
Competitive Intelligence: Information Gathering
Competitive Intelligence: Analysis and Dissemination
Plus Choice of 2 Elective Courses

Certificate for Logistics Management

\$139.00

Courses Include: Overview of Logistics Management
Inventory Management
Supply Chain Management
Plus Choice of 2 Elective Courses

Certificate for Strategic Management

\$139.00

Courses Include: Strategic Management-Planning
Strategic Management-Strategy Analysis and Choice
Strategic Management-Corporate Implementation
Plus Choice of 2 Elective Courses

Certificate for Management Excellence: Performance-Based Appraisals

\$139.00

Courses Include: Management: Performance-Based Appraisal
Designing Successful Performance-Based Appraisals
Implementing Performance-Based Appraisals
Performance-Based Appraisals-An Employee View
Appraising the Performance-Oriented Team

Certificate for Interviewing and Hiring the Right People

\$139.00

Courses Include: The Pre-Interview Process
Conducting Effective Interviews
Critical Parameters for Evaluating Candidates
Plus Choice of 2 Elective Courses

Certificate for Overcoming Negativity In The Workplace

\$139.00

Courses Include: The Path from Pessimism to Optimism
Proactive Approaches to Stop Negativity
Overcoming Organizational Negativity
Plus Choice of 2 Elective Courses

Certificate for Human Resources Management Essentials

\$139.00

Courses Include: Human Resources Planning and Analysis

Getting the Workforce Your Company Needs
Workforce Compensation
Communication and Diversity Adoption
The Climate For Performance

Certificate for Managing Diversity and Inclusiveness

\$139.00

Courses Include: Workplace Diversity
Culture and Behavior
Organizational Inclusion
Corporate Culture and Diversity
Management Skills for the Diverse Workforce

Certificate for Advanced Project Management: Project Communications

\$139.00

Courses Include: Project Communications Planning
Project Performance Reporting
Project Information Distribution and Closure
Plus Choice of 2 Elective Courses

Certificate for Writing A Business Plan

\$139.00

Courses Include: Fundamental Components of a Business Case
Developing Target Market Strategy
Understanding Positioning
The Sales Plan
Pricing for Profitability

Certificate for a Sales Focus on Solutions

\$139.00

Courses Include: Moving From Product Selling to Solution Selling
Power Prospecting
Finding The Pain You Can Cure
Influencing Your Customer's Decision
Presenting Your Solution

Certificate for Strategic Marketing In Action

\$199.00

Courses Include: Elements of Market Strategy
Developing Target Market Strategy
Analyzing The Market
Competitive Factors In Strategic Marketing
Understanding Positioning
Writing The Marketing Plan: Phase 1
Writing The Marketing Plan-Creative Strategy
Creating A Marketing Campaign
Marketing Management
Financial Analysis For Successful Marketing

Certificate for Cultivating a High Performance Project Team **\$139.00**

Courses Include: Building A High-Performance Team
Harnessing A Project Team's Collective Knowledge
Managing A Project With Your Team
Revvng Up Your High-Performance Project Team
Maintaining Project Team Peak Performance

Certificate for High Impact Business Writing **\$139.00**

Courses Include: Preparing To Write Effectively To Your Audience
Writing Concisely and Accurately
Writing Effective Business Documents
Plus Choice of 2 Elective Courses

Certificate for International Business Skills **\$139.00**

Courses Include: Managing Cultural Divides
Around The World In Eighty Cultures
America's Neighbors: Beyond U.S. Borders
Over There: Conducting Business With Europeans
Crossing The Dateline Into Asia: Japan, China, India

Certificate for The Effective Administrative Support Professional **\$139.00**

Courses Include: Getting Started-Administrative Support
Overview to Effective Business Communication
Using Effective Business Communication
Administrative Functions
Advancing Your Administrative Career

Certificate for Powerful Presentation Skills **\$139.00**

Courses Include: Planning Your Presentation
Delivering Your Presentation
Presenting With Confidence and Impact
Plus Choice of 2 Elective Courses

Certificate for Working Without A Net-The Business of Risk **\$139.00**

Courses Include: Risk Basics
Approaches to Risk Management
Decisions and Risk
Strategic Planning and Risk Management
Risk Strategies: The Cutting Edge

\$139.00

\$139.00

\$139.00

\$139.00

\$139.00

\$139.00

\$139.00

\$139.00